

## Abstract

5 A process for handling communications and transactions with at least one  
server that is prepared to accept at least one associated command. A local agent  
includes means for receiving an abstract request from a user, that is to say a  
request that only includes partial information regarding the particular service that is  
desired. The local agent includes means for analysing that abstract request and for  
mapping it to one corresponding server, and one particular command for accessing  
10 that server. The local agent then constructs an aggregate request that is based on  
that particular command, and further including additional information that the agent  
extracts from a local profile. This results in an aggregate request that is transmitted  
through the network to the corresponding server. The server may then process the  
aggregate request and provides a comprehensive response which, when received  
15 by the local agent, can then be forwarded to the user for the purpose of completing  
the transaction. Alternatively, the local agent may determine the occurrence of a  
predetermined condition of insufficient resources for initiating the preparation of a  
contextual request for transaction.

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~~Fig. 2~~

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